



## **DEFECTIVE MATERIAL RMA POLICY**

In order to receive replacement parts for defective material it is necessary to contact TINTRI BY DDN, INC (the “Tintri”) support. Replacement products and components are shipped to end users and valued added resellers (“VARs”) based on dispatch instructions generated by Tintri support personnel. All replacement parts are supplied from field distribution centers. Tintri products and components that are covered under the terms and conditions of Tintri’s Limited Warranties (“Covered Products”) and returned to Tintri must be pre-authorized by Tintri with an RMA number marked on the outside of the package, and sent prepaid, insured and packaged appropriately for safe shipment. Only packages with RMA numbers written on the outside of the shipping carton and/or the packing slips and shipping paperwork will be accepted by Tintri’s receiving department, or its designated repair partner. All other packages will be rejected.

1. End User Support: Once Tintri support personnel have determined a replacement part is needed, a replacement will be shipped. The end user will receive a dispatch number which also acts as the RMA number. Tintri will be responsible for all freight charges for returned Covered Products or components provided Customer uses Tintri designated carrier.

VAR Support: Once a VAR has determined there is a defective part at one of its customer sites a replacement is provided from its spare parts inventory, if available. The VAR then contacts Tintri support and request a replacement. A replacement product or component will be shipped to the VAR in advance of receiving the defective product. The VAR will receive a dispatch number which also acts as the RMA number. The VAR will be responsible to return the defective product within ten (10) business days and for all freight charges for returned Covered Products.

2. Non-compliance: Parts not received by Tintri, or its designated repair partner within fifteen (15) business days of dispatch will be invoiced to the appropriate party (either the end user or VAR) at Tintri’s then current list price.

Last update: April 2020